Year-to-Date Data Through September

ST Express Bus	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated[1]	396,396	410,535	422,096	ST Express Y-T-D ridership is actually below the prior YTD level. This decline has come in the face of increasing levels of service, so productivity measures of all kinds—boardings per hour and trip and cost per boarding--are not meeting targeted levels.
Revenue Vehicle Miles Operated	8,042,880	8,475,541	8,593,437	
Trips Operated	324,473	330,480	329,413	
Platform Hours Operated	499,742	518,179	515,275	
Boardings	9,563,877	9,342,816	10,192,935	
Boardings per Revenue Hour	24.13	22.76	24.15	
Boardings per Trip	29.48	28.27	30.94	
Cost per Boarding[2]	$6.80	$7.27	$7.22	
Percentage of Scheduled Trips Operated	100.54%	99.85%	≥99.80%	
On Time Performance[3]	93.99%	88.53%	≥85.00%	
Customer Complaints per 100,000 boardings	16.03	14.03	<50	
Preventable Accidents per 100,000 Platform Miles[4]	1.00	0.51	≤ 0.80	

Sounder Commuter Rail	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated[1]	26,426	28,629	28,839	The economic downturn continues to hit Sounder harder than other modes, as ridership productivity measures have not hit targets. However, cost per boarding is under targeted levels and just slightly above 2009 levels. Percentage of scheduled trips operated was under the target, due to a number of trips missed due to mudslides on the North line during Q1 and equipment issues later in the year.
Revenue Vehicle Miles Operated	1,024,712	1,120,061	1,126,606	
Trips Operated	4,817	5,030	5,072	
Boardings	1,871,092	1,794,473	2,026,626	
Boardings per Revenue Vehicle Hour	70.80	62.68	70.27	
Boardings per Trip	388.44	356.75	399.57	
Cost per Boarding[2]	$12.54	$12.65	$13.15	
Percentage of Scheduled Trips Operated	99.63%	99.17%	≥99.50%	
On Time Performance[3]	97.18%	97.62%	≥95.00%	
Customer Complaints per 100,000 boardings	11.92	12.04	<50	
Preventable Accidents per 100,000 Platform Miles[4]	0.00	0.00	≤1.00	

Central Link Light Rail	YTD 2009	YTD 2010	YTD Budget	Notes
Revenue Vehicle Hours Operated[1]	22,056	106,853	103,716	Central Link service is also below ridership productivity targets but is still seeing increasing acceptance by riders. Cost per boarding is above budgeted levels, but the target was based on full year of ridership and Central Link is still in the growth mode of its ridership. On-time performance missed the target although headway management—a measure of the time between trains—was above 90 percent for the Y-T-D.
Revenue Vehicle Miles Operated	493,873	2,010,216	2,118,572	
Trips Operated	18,915	67,987	69,144	
Boardings	1,115,502	5,237,792	5,531,137	
Boardings per Revenue Vehicle Hour	50.58	49.02	53.33	
Boardings per Trip	58.97	77.04	79.99	
Cost per Boarding[2]	$7.65	$6.71	$5.95	
Percentage of Scheduled Trips Operated	100.12%	99.74%	≥98.50%	
On Time Performance[3]	N/A	78.54%	≥90.00%	
Customer Complaints per 100,000 boardings	15.69	7.48	<50	
Preventable Accidents per 50,000 Platform Miles	0.00	0.00	≤0.30	

Tacoma Link Light Rail	YTD 2009	YTD 2010	YTD Budget	Notes
Service Hours Operated[1]	6,993	7,279	7,396	Though service quality measures have been met, the economic downturn in Tacoma has hurt Tacoma Link ridership. Y-T-D productivity measures for Tacoma Link ridership have not been met and are below prior year levels as well. However, cost per boarding is below target and compared to the same period in 2009.
Service Miles Operated	66,885	67,495	69,035	
Trips Operated	42,256	43,673	42,965	
Boardings	668,460	645,237	727,015	
Boardings per Service Vehicle Hour	95.60	88.65	98.30	
Boardings per Trip	15.82	14.77	16.92	
Cost per Boarding[2]	$4.19	$3.69	$4.31	
Percentage of Scheduled Trips Operated	99.84%	99.90%	≥98.50%	
On Time Performance[3]	99.85%	99.44%	≥98.50%	
Customer Complaints per 100,000 boardings	0.32	0.46	<50	
Preventable Accidents per 50,000 Platform Miles[4]	0.00	0.00	≤1.66	

Lagging budget or standard

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.

2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

3-On-time performance standards are described in the budget. A Central link light rail train is late if it a) departs a terminal station more than one minute late or, b) arrives at a terminal station three or more minutes late and is unable to make its departure time.

4-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Service Delivery Quarterly Performance Report

Q3 Systemwide Boardings

Boardings by Service Type	Third Quarter			Year-to-Date Through September			2010 Annual SIP Projections[1]
	2009	2010	%Δ	2009	2010	%Δ	
ST Express Bus	3,348,694	3,178,138	-5%	9,563,877	9,342,816	-2%	13.7 mil
Sounder Commuter Rail	638,486	589,218	-8%	1,871,092	1,794,473	-4%	2.7 mil
Central Link	1,115,502	2,042,338	83%	1,115,502	5,237,792	370%	8.1 mil
Paratransit	15,593	21,075	35%	15,593	61,733	296%	0.07 mil
Tacoma Link	202,156	217,840	8%	668,460	645,237	-3%	1.0 mil
Total Boardings	5,320,431	6,048,610	14%	13,234,525	17,082,051	29%	25.57 mil
Average Weekday Bdgs	69,385	78,417	13%	60,357	75,568	25%	86,884

1-Annual projections established in the 2010 Service Implementation Plan (SIP)

Ridership growth slowed considerably during the Third Quarter as the impact of the economic recession continued to be felt by both Sound Transit and its partner transit agencies. Total system boardings were up 14 percent, but virtually all of this growth was attributable to Central Link light rail and paratransit. Without Central Link and paratransit, Third Quarter boardings would have decreased by about 5 percent. General trends contributing to the slowdown include high unemployment, stable gasoline prices and lower congestion levels on major highways. In some areas, service cuts at partner transit agencies have also impacted ridership by reducing connections with Sound Transit service. Third Quarter ridership was down by 15.5 percent at Community Transit following a major service reduction implemented in June. Ridership was down 2.5 percent at King County Metro and was up by less than 1 percent at Pierce Transit.

ST Express bus boardings decreased by 5 percent, the first quarterly decrease since Third Quarter 2009. Average weekday boardings also decreased by 5 percent. No ST Express service changes or fare increases were implemented during the quarter.

On Sounder, North Line commuter boardings decreased by 4 percent, while commuter boardings on the South Line were down by 6 percent. Event train boardings decreased 31 percent on the North Line and 27 percent on the South Line, bringing the overall Sounder decline to 8 percent. No Sounder service changes or fare increases were implemented during the quarter.

Tacoma Link ridership increased 8 percent overall, largely due to a week-long service shutdown for track work during August 2009. Service ran continuously during the same period in 2010.

Central Link boarding totals increased 83 percent compared with Third Quarter 2009. While this appears to be an impressive jump, Central Link operated only a portion of Third Quarter 2009 as service did not start until July 18, 2009. In addition, Central Link initially operated only between downtown Seattle and Tukwila International Boulevard Station; service to the SeaTac/Airport Station did not begin until December 2009. No service changes or fare increases were implemented during 3rd Quarter 2010.

Central Link paratransit showed a 35 percent increase in boardings compared with Third Quarter 2009.

Specific mode and individual route trends are discussed on page 2.

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Third Quarter Ridership Highlights

ST Express boardings were down 5 percent overall. Most of the decrease can be explained by the deletion of the Link Connector, a temporary bus route that operated between Tukwila International Boulevard Station and Sea-Tac Airport during the Third Quarter of 2009. The route was discontinued in December 2009 when Link service extended directly to the airport. Considerable variation characterized the ridership trends on other bus routes. In Snohomish County, the importance of partner agency connections was underscored with reductions in Community Transit local service starting in mid-June; this change contributed to ridership declines on ST Routes 510, 511 and 535 during the Third Quarter. On the other hand, most East King County routes had stable or slightly growing ridership. South King and Pierce County services were also stable or showing growth, the notable exception being Route 560 (Bellevue-West Seattle), which was down about 30 percent following a major service reduction that started in February.

Sounder commuter rail boardings decreased by 8 percent overall. Fewer special event trains were operated compared with 2009, and this contributed to a 28 percent decline in event train boardings during the quarter. Reflecting the greater stability of commuter travel, average weekday boardings declined by 6 percent, less than the overall percentage decrease in Sounder ridership. No major service disruptions occurred during the Third Quarter.

Central Link ridership was well above the totals for Third Quarter 2009 as the service did not start until mid-July of last year. Average weekday boardings were 23,762 for Third Quarter 2010, 62 percent higher than Third Quarter 2009 and 9 percent higher than Second Quarter 2010. However, month-to-month trends showed ridership totals reaching a peak in July and tapering off during August and September. **Central Link Paratransit** boardings were up 35 percent, reflecting an increase in average daily boardings from 169 during Third Quarter 2009 to 229 during Third Quarter 2010.

Tacoma Link showed an 8 percent increase in total boardings, largely because service was shut down for several days in August 2009 for track work. No major service interruptions occurred during Third Quarter 2010. Average weekday, Saturday and Sunday boardings were down slightly, reflecting trends seen in earlier quarters.

ST Express Boardings by Route

	Route	Q3 2009	Q3 2010	%Δ
510/513	Everett-Seattle	245,504	234,916	-4%
511	Lynnwood-Seattle	258,760	246,110	-5%
522	Woodinville-Seattle	270,824	241,613	-11%
532	Everett-Bellevue	82,163	88,081	7%
535	Lynnwood-Bellevue	106,620	101,877	-4%
540	Kirkland-U. District	66,521	66,729	0%
542	Overlake-U. District	0	0	N/A
545	Redmond-Seattle	437,791	442,852	1%
550	Bellevue-Seattle	469,812	493,958	5%
554	Issaquah-Seattle	174,987	184,009	5%
555/556	Issaquah-Northgate	64,506	63,148	-2%
560	West Seattle-SeaTac-Bellevue	209,692	146,315	-30%
564	South Hill-Overlake	88,080	0	-100%
565	Federal Way-Overlake	106,735	0	-100%
566	Auburn-Overlake	0	138,819	N/A
574	Lakewood-SeaTac	157,449	170,682	8%
577/578	Seattle-Federal Way/Puyallup	68,632	158,967	132%
582	Bonney Lake-Tacoma	12,581	0	-100%
586	Tacoma-U. District	27,465	27,289	-1%
590-595	Lakewood/Tacoma-Seattle	381,844	367,694	-4%
599	Lakewood-Tacoma	3,255	5,078	56%
Link Connector	Tukwila-SeaTac	115,472	0	-100%
	Total[1]	3,348,694	3,178,138	-5%
	Avg Weekday Bdgs[1]	45,305	42,855	-5%

Sounder Commuter Rail Boardings by Corridor

	Q3 2009	Q3 2010	%Δ
North Line			
Commuter	70,351	67,211	-4%
Special	18,840	13,004	-31%
Subtotal	89,191	80,215	-10%
South Line			
Commuter	519,784	487,355	-6%
Special	29,511	21,649	-27%
Subtotal	549,295	509,004	-7%
Total	638,486	589,218	-8%
Avg Weekday Bdgs	9,221	8,665	-6%

Central Link Light Rail Boardings

	Q3 2009	Q3 2010	%Δ
Total	1,115,502	2,042,338	83%
Avg Weekday Bdgs	14,680	23,762	62%

Tacoma Link Light Rail Boardings

	Q3 2009	Q3 2010	%Δ
Total	202,156	217,840	8%
Avg Weekday Bdgs	2,997	2,907	-3%

Paratransit Boardings

	Q3 2009	Q3 2010	%Δ
Total	15,593	21,075	35%
Avg Weekday Bdgs	169	229	35%

1-Does not include Downtown Seattle ride free boardings

Third Quarter Data

ST Express Bus	Q3 2008	Q3 2009	Q3 2010	Q3 Budget
Revenue Vehicle Hours Operated[1]	127,607	138,845	137,590	141,873
Revenue Vehicle Miles Operated	2,603,715	2,785,588	2,861,734	2,888,384
Trips Operated	98,046	122,135	111,787	110,722
Platform Hours Operated	158,930	154,018	173,475	173,192
Boardings	3,402,521	3,348,694	3,178,138	3,464,337
Boardings per Revenue Hour	26.66	24.12	23.10	24.42
Boardings per Trip	34.70	27.42	28.43	31.29
Cost per Boarding[2]	$6.41	$6.27	$7.47	$7.22
Percentage of Scheduled Trips Operated	100.42%	101.48%	99.91%	≥99.80%
On Time Performance[3]	94.15%	93.81%	88.50%	≥85.00%
Customer Complaints per 100,000 boardings	20.32	16.03	11.80	<50
Preventable Accidents per 100,000 Platform Miles[4]	0.69	0.98	0.44	≤ 0.80
Sounder Commuter Rail	**Q3 2008**	**Q3 2009**	**Q3 2010**	**Q3 Budget**
Revenue Vehicle Hours Operated[1]	6,565	9,797	9,702	9,803
Revenue Vehicle Miles Operated	252,426	383,146	379,404	382,942
Trips Operated	1,240	1,734	1,709	1,724
Boardings	708,479	638,486	589,218	698,601
Boardings per Revenue Vehicle Hour	107.92	65.17	60.73	71.27
Boardings per Trip	571.35	368.22	344.77	405.22
Cost per Boarding[2]	$10.80	$10.53	$14.41	$13.15
Percentage of Scheduled Trips Operated	99.84%	100.00%	99.59%	≥99.50%
On Time Performance[3]	98.73%	97.09%	97.13%	≥95.00%
Customer Complaints per 100,000 boardings	20.00	10.00	15.44	<50
Preventable Accidents per 100,000 Platform Miles[4]	0.00	0.00	0.00	≤1.00
Central Link Light Rail	**Q3 2008**	**Q3 2009**	**Q3 2010**	**Q3 Budget**
Revenue Vehicle Hours Operated[1]	N/A	22,056	36,521	34,572
Revenue Vehicle Miles Operated	N/A	493,873	686,124	706,191
Trips Operated	N/A	18,915	23,248	23,048
Boardings	N/A	1,115,502	2,042,338	2,182,869
Boardings per Revenue Vehicle Hour	N/A	50.58	55.92	63.14
Boardings per Trip	N/A	58.97	87.85	94.71
Cost per Boarding[2]	N/A	$7.65	$6.53	$5.95
Percentage of Scheduled Trips Operated	N/A	100.12%	99.44%	≥98.50%
On Time Performance[3]	N/A	N/A	82.24%	≥90.00%
Customer Complaints per 100,000 boardings	N/A	15.69	6.22	<50
Preventable Accidents per 50,000 Platform Miles[4]	N/A	0.00	0.00	≤0.30
Tacoma Link Light Rail	**Q3 2008**	**Q3 2009**	**Q3 2010**	**Q3 Budget**
Service Hours Operated[1]	2,446	2,215	2,441	2,481
Service Miles Operated	23,731	20,539	22,635	23,160
Trips Operated	14,832	13,290	14,646	14,414
Boardings	245,362	202,156	217,840	244,888
Boardings per Service Vehicle Hour	100.31	91.27	89.24	98.70
Boardings per Trip	16.54	15.21	14.87	16.99
Cost per Boarding[2]	$2.91	$4.70	$3.83	$4.31
Percentage of Scheduled Trips Operated	99.83%	99.70%	99.92%	≥98.50%
On Time Performance[3]	99.73%	99.77%	99.93%	≥98.50%
Customer Complaints per 100,000 boardings	0.00	0.32	0.00	<50
Preventable Accidents per 50,000 Platform Miles[4]	0.00	0.00	0.00	≤1.66

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2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.
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